



The Pipeline

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Public Response To Sex Offender Alert Line Growing Steadily

Contact: Lt. Lisa Rudzinski

After one month in operation, more than 4,266 Kentuckians have signed up for a state program that will help make their communities safer. The Kentucky Sex Offender Alert Line, sponsored by the Kentucky State Police in cooperation with the Department of Corrections and the Governor's Office for Child Abuse and Domestic Violence Services, provides up-to-date, real time information regarding the release of registered sex offenders into local communities.

According to Col. Linda Mayberry, deputy commissioner of the Kentucky State Police, the automated system has sent messages to more than 3,660 citizens since Gov. Paul Patton and Mrs. Patton introduced the program at a Frankfort news conference on April 30.

"I consider the system a huge success," reports Mayberry. "The public response has been enthusiastic. In 98 percent of the attempts, the system has successfully delivered the message to either a person or an answering machine. Undelivered notifications have typically been due to no answers or bad telephone numbers."

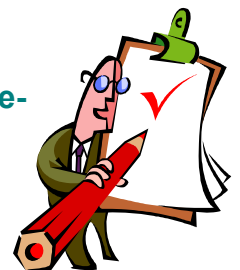
Using the alert line takes just a few minutes and is easy. Simply dial 1-866-564-5652. The call is toll free and can be placed 24 hours a day. When prompted, provide your telephone number and up to three zip codes.

When the Kentucky State Police receive notice that a registered sex offender is moving into the zip code area(s) that you entered, you will receive a notification call which will direct you to the Kentucky State Police Sex Offender Registry at <http://kspsor.state.ky.us> for more information. (It is not necessary to own a computer in order to register for and use the Sex Offender Alert Line. Free Internet access is available at all public libraries.)

Notification calls are made every two hours for a 24-hour period beginning at 7 am and ending at 9 p.m. Calls will not be made between the hours of 3 p.m. to 5 p.m. to prevent children from receiving the call. The message is capable of being left on a telephone answering machine.

"This is an excellent way to stay informed about your community," notes Mayberry. "Knowledge is the first step in making and keeping your community a safe place to live. I encourage all citizens of the Commonwealth to take advantage of this opportunity."

Fiscal Year Close-out: Travel Vouchers End on June 15



Employees are reminded that due to fiscal year close-out, they should end their travel vouchers on June 15. Vouchers should be received in the Travel Reimbursement Section by the close of business on June 20.

If you have any questions or need additional information, please contact Velda Imel at 502-564-7718.

Services Win Broad Approval in Lincoln Trail Survey

By Lauren Armstrong and Mike Jennings

The Cabinet for Families and Children has a lot of satisfied customers in the Lincoln Trail service region.

That includes most of those receiving welfare, child support, food stamps or protective services in the eight-county region, as well as most foster and adoptive families.

Three-fourths of the Cabinet clients surveyed earlier this year in Lincoln Trail (Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson and Washington counties) said that the Cabinet treated them with respect, and that they would seek services again if needed. More than four in five said Cabinet services had helped their family become more independent.

“My worker has been wonderful; she shows caring and kindness,” said one client.

More than half the foster and adoptive parents surveyed in the region said they felt valued by the Cabinet. Almost 60 percent said they would recommend becoming a foster or adoptive parent to others, and 94 percent felt they had contributed to the safety of children and families.

“I love being in foster care,” said one foster parent. “It is the best thing that ever happened to me and my husband.”

But some foster parents felt poorly served by the Cabinet.

“It’s been three months since a social worker has seen the boys,” said one. Four others said they felt cheated because no foster children had been placed in their homes.

Clients in the region wanted more information about CFC services and more referrals to other agencies in the community.

Region-wide, 1,312 people were contacted by mail during February and March as part of a statewide survey intended to measure levels of satisfaction with Cabinet services. In addition to foster and adoptive parents and recipients of Cabinet services, those surveyed included Cabinet employees and community partners, such as court workers, educators and employees of child care and medical facilities.

The findings will be used to improve service delivery, said Ruth Huebner, CFC researcher, who designed and conducted the survey.

“The results represent the full range of satisfaction with Cabinet services and clearly highlight the strengths and opportunities to improve our services delivery system,” she said.

The survey results are also included with other information the Cabinet has submitted to the Council on Accreditation for Children and Family Services. Kentucky is one of a few states voluntarily seeking national accreditation for its programs of child and adult protection, foster care and adoption.

Last week, a team of peer reviewers—veteran social service administrators from other states—concluded its review of those programs in the Lincoln Trail region. A member of the review team, Jane Spencer-Sears, who works for a non-profit institute that manages mental health programs in Maine, said the Lincoln Trail staff had done “incredibly impressive” work.

She said she had met with several foster parents in the region who spoke favorably of the support they received from cabinet staff but also made suggestions for improvements.

Each of the Cabinet’s 16 service regions is responsible for direct service delivery, including eligibility determinations, moving families toward self-sufficiency and protecting children and vulnerable adults. The regions were surveyed separately and a survey report will be prepared for each.

Over 90 percent of the community partners surveyed in Lincoln Trail were willing to refer a family in crisis to Cabinet services, and 68 percent said that the Cabinet’s Division of Community Based Services helped families in their communities become safer and more secure.

Community partners and a few foster parents said that some Cabinet workers do a better job than other workers.

“(S)ome are open-minded, some are young, naïve, idealistic and simplistic, leaving parents feeling threatened and not understood,” said one community partner.

CFC employees in the region overwhelmingly expressed strong satisfaction with their sense of helping families and children.

“I love my job!” wrote one employee.

But some lamented that the amount of paperwork they had to complete took time away from working with families. Some said they needed more training or resources.

“I have to purchase my own supplies,” a worker said.

Cabinet Secretary Viola Miller said the survey forms an important part of the Cabinet’s effort to develop a precise picture of how well its policies and practices are working.

“We’ve finally got to the point where we are beginning to define our decision-making with really defensible data,” Miller said.

Sick Leave Needs



Phil Maciag of the Cabinet for Families and Children, Office of Technology Services is in need of donated sick leave. To donate please contact Wanda Carr at 573-3850, ext 100.

Training and Development Opportunities Offered on the Web

By: Jill Darbyshire, OHRM – Division of Training

Be sure to check out professional development opportunities for CFC staff at <http://www.cfctraining.eku.edu>.

On this website, you can obtain substantial information about the Division of Professional Development and Training.

- As more knowledge is being gained through distance learning methods, the E-Learning section will serve as a resource for internet-based training.
- The Calendars section contains the quarterly training calendar, maps, CFC Training Center and computer training lab information, and details of videoconferences as available.
- The Curricula section includes information about different curriculum areas, team leaders, and web pages for training information in a growing number of program areas.
- The Course Catalog section provides information about training policies and sequences, as well as training descriptions and required prerequisites.
- The Staff section includes links to staff bios and contact information for Division of Professional Development and Training staff as well as Regional Trainer Coordinators and University Consortia.
- The Resources Section contains valuable links to training forms and relevant information available on the web.
- In the Online Registration section, you can obtain detailed information about upcoming training events, view maps to training and lodging sites, and register for training via the Online Registration System (ORS).

Be sure to add this site to your Favorites and check back often to see what's new in learning opportunities for CFC staff!



Pictured are Mike Burnside, Director of Material and Procurement for the Kentucky Finance and Administration Cabinet; Roy Potts, Coca-Cola Bottling Company; Governor Patton; and Terri Naiser, Coca-Cola Bottling Company.

Coca-Cola Donates \$30,000 to Governor's Scholars Program

Contact: Jill Midkiff

Governor Paul E. Patton accepted a check for \$30,000 on June 5 from the Coca-Cola Bottlers of Kentucky. The money will go to support the Kentucky Governor's Scholars Program.

As part of a contractual agreement with the Finance and Administration Cabinet, the soft drink giant annually donates funds from profits on its sales at Kentucky state parks and rest areas to support the Kentucky Governor's Scholars Program. This is the second year Coke has made a donation to the five-week educational enrichment program, bringing Coca-Cola's contribution to the Governor's Scholars Program to \$60,000.

"Coca-Cola has been a tremendous corporate citizen in its support of the Kentucky Governor's Scholars Program," Governor Patton said. "Their contributions will help provide long-term educational benefits to students from all around Kentucky who participate in this unique opportunity for academic and personal growth."

Terri Naiser and Roy Potts, who represented Coca-Cola at the check presentation, said the contribution is an example of Coca-Cola's commitment to education in Kentucky. "As local

bottlers, we are proud to be playing a role in this important partnership between Coca-Cola and the Governor's Scholars Program," Potts said.

The Kentucky Governor's Scholars Program, established in 1983 by the Kentucky General Assembly, is funded through state and private contributions. Participants must have completed their junior year in high school to be eligible for the program and must apply for consideration and compete with other students from across the state for one of the 1,000 available slots. Students who are selected to attend the program agree to live on campus during their five-week course of studies and attend the program free of charge. Eastern Kentucky University, Northern Kentucky University and Centre College will host this year's students beginning June 15, June 16 and June 23, respectively. For more information about the Kentucky Governor's Scholars Program, visit <http://www.kygsp.org/>.

The ABCs of EAL

"The ABCs of EAL" features tips that can help us improve our relationships with coworkers and our service to the families of Kentucky.



This week: L

Listening takes effort sometimes. Don't just wait for your turn to talk. Imagine the other person's viewpoint. Observe your nonverbal behavior. And to show you understand, rephrase what the other person has said.

Basic Principles of Professional Behavior

- Preserve the integrity of others.
- Practice active listening.
- Be accountable for your actions.
- Involve others in problem solving.